Job Description
Missouri State Highway Patrol

Class Title: Computer Information Technologist II
Title Code: V08002
Effective Date: 06/26/98
Date Reviewed:
Date Revised: 12/27/04

Immediate Supervisor: Programmer/Analyst Manager or Technical Support Manager
Position Supervised: None
FLSA Classification: Non-exempt
Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

DEFINITION

This is journey-level professional and technical work in computer systems analysis, design, programming, and/or the administration of a mainframe, midrange or microcomputer environment.

An employee in this class is responsible for moderately complex analysis, design, programming, administration, and configuration of computer hardware and/or software in a mainframe, midrange and/or microcomputer environment. Work may be in support of areas such as applications, internet, operating systems, database and network administration. Duties may include providing customer support or assistance with more complex work or troubleshooting the more difficult hardware and/or software problems. Work may be distinguished from that of a Computer Information Technologist I by the degree of independence with which work is performed an/or by the variety and complexity of duties assigned. Work is performed under general supervision.

(Any one position may not involve all of the specified duties or knowledge, skills, and abilities, nor are the listed examples exhaustive.)

EXAMPLES OF WORK

Designs, writes, maintains, documents and tests computer programs of moderate complexity and clearly defined segments of more complex programs.

Responds to questions from customers needing assistance; identifies problem source (hardware, software or operator error) and resolves problems; refers and discusses problems with supervisor or other designated contacts, as appropriate.

Develops query programs to generate reports upon customer request.

Serves as support person/customer contact for systems of moderate complexity, and/or supports a limited number of systems of higher complexity.

Assists with the review of new software applications prior to full implementation to determine ease of use and detect potential problems.

Assists with the review of performance issues and tuning of systems for optimum performance.

Uses database dictionaries, software reference libraries, and other related components of programming or analysis.

Uses data security software packages to allow access to resources and functions as authorized.

Updates standards, policies, procedures, guidelines, and technical manuals as directed.

Participates in meetings, training seminars, and user groups.

Responds to emergency situations to resolve problems, as required.

Assists with installing, maintaining, defining, organizing, controlling, and protecting hardware and software products.

Assists with creating, monitoring, and modifying the physical size and structure of database components and programs that support, maintain, and generate information from a database.

Uses Computer Aided System Engineering (CASE) development toolset.

Assists with defining, organizing, controlling, and protecting databases or networks.

Assists with configuration of computer operating systems.

Uses, creates and/or updates utility programs.

Develops Job Control Language (JCL) of limited complexity.

Receives formal and on the job training.

Performs other related work as assigned.

EXAMPLES OF KNOWLEDGES, SKILLS, AND ABILITIES REQUIRED

Working knowledge of the principles of computer programming and systems analysis, design, testing and documentation.

Working knowledge of the general operating principles and capabilities of computer hardware and software.

Working knowledge of software reference libraries and related utility programs.

Working knowledge of computer security systems and procedures.

Working knowledge of computer networking and telecommunications.

Working knowledge of computer operating systems.

Working knowledge of database management systems.

Some knowledge of agency's automated information systems.

Ability to prepare and interpret computer program documentation.

Ability to prepare and maintain standards, policies, procedures, guidelines and technical manuals.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to analyze policies, procedures and operations, organize their component parts into routine system specifications, databases and/or programs and adapt them to an automated system.

Ability to troubleshoot and resolve routine hardware and/or software problems.

Ability to communicate effectively.

Ability to establish and maintain effective working relationships.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to work with materials that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

EXPERIENCE AND TRAINING QUALIFICATIONS
(The following entrance requirements are used to admit or reject applicants for merit system examinations, or may be used to evaluate applicants for employment in positions not requiring selection from merit system registers. When applicable, equivalent substitution will be allowed for deficiencies in experience or education.)

One year of professional and technical computer information technology systems experience (comparable to Computer Information Technologist I) such as computer programming, computer systems analysis and design, or work with primary responsibility for the configuration of mainframe, midrange and/or microcomputer hardware and software, network administration or closely related areas;

AND

Graduation from an accredited four-year college or university with at least fifteen (15) semester hours in computer science, computer information systems or closely related areas. (Computer information technology systems experience such as computer programming, systems analysis and design, or work with primary responsibility for the configuration of computer hardware and software in a mainframe, midrange and/or microcomputer environment may be substituted on a year-for-year basis for deficiencies in the stated education. Graduate work in computer science, computer information systems or closely related areas may be substituted on a year-for-year basis for the stated experience.)

OR

One year as a Computer Information Technologist I under the Missouri Uniform Classification and Pay System.